

ABSTRACT OF THE DISCLOSURE

A telecommunications call center includes a controller (301), graphical user interface (302), a database (304), and a query engine (306). The controller (301) stores call information in the database (304), such as call length, duration, party, time, and the like. The graphical user interface (302) subsequently allows a user to enter query fields for a query of the database. The query engine (306) reads the entries, generates a Structured Query Language (SQL) query, and returns results via the graphical user interface.